

# AFRICOM Facilities Management Office (FMO) - Building Manager (BM) Program

## How to Render Facilities Service Requests ( created 14 MAR 2015, updated 2 APR 2015 )

	Emergency Service Order	Service Order	Reimbursable Service Order	Work Order Request	Facilities organizational mailbox
<b>Description</b>	CRITICAL emergency type maintenance and repair	MINOR tasks requiring <u>maintenance and repair</u> related to REGULAR, day-to-day, facility maintenance or repair	MINOR tasks requiring an <u>upgrade or change</u> considered IRREGULAR facility maintenance or repair	Work that requires detailed planning for LARGER or COMPLEX projects. This form identifies a deficiency OR a need resulting in a facility improvement.	Minor requests that can be done in house by AFRICOM facilities maintenance personnel
<b>Typical example</b>	Toilet overflowing or power outage	Toilet clogged (but not overflowing)	Add power outlet	Install generator	Obtaining furniture items, moving furniture
<b>Who can submit</b>	Anyone	Anyone	Building Managers	Building Manager initiates for O6/GS15+ submission	Building Managers
<b>Who has authority to sign</b>	N/A	N/A	O6/GS15+	O6/GS15+	N/A
<b>Who has authority to approve</b>	N/A	N/A	FMO	First level approval is AFRICOM FMO (additional approvals required thereafter)	FMO
<b>\$ limit for request</b>	Below 3K	Below 3K	Below 3K	Above 3K - 750K	N/A
<b>How is request submitted</b>	Call 421-6200. After duty hours the call will be transferred to the SAAF FCC. If no answer call 115	Call 421-6200 or go to G4S website	Call 421-6200 or go to G4S website	Submit WR form on portal or <a href="http://armypubs.army.mil/eforms/pdf/a4283.pdf">http://armypubs.army.mil/eforms/pdf/a4283.pdf</a>	email request to: <a href="mailto:africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil">africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil</a>
<b>Who is required to escort</b>	The person who called in the request needs to provide their name and will be responsible to provide escorts.	The person who called in the request needs to provide their name and will be responsible to provide escorts.	BMs will be contacted by the service providers and should assist with coordinating escorts. NOTE: BMs are not solely responsible for providing escorts, but they should assist in coordinating escorts	BMs will be contacted by the service providers and should assist with coordinating escorts. NOTE: BMs are not solely responsible for providing escorts, but they should assist in coordinating escorts	BMs will be contacted by FMO and should assist with coordinating escorts. NOTE: BMs are not solely responsible for providing escorts, but they should assist in coordinating escorts
<b>How is request routed</b>	Directly to DPW	Directly to DPW	Directly to DPW. DPW will then route to FMO for review and approval	Varies	Goes directly to AFRICOM facilities maintenance office
<b>How is request tracked</b>	Tracked by DPW (FMO does not track). If user requires an update on repair they can call 421-6200.	Tracked by DPW (FMO does not track). If user requires an update on repair, they can call 421-6200.	Tracked by DPW. If user requires an update on repair, they can call 421-6200.	Varies	AFRICOM FMO

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## Frequently Asked Questions (created 14 MAR 2015, updated 31 MAY 2015)

Type of request to submit  Type of issue	Emergency Service Order	Service Order	Reimbursable Service Order	Work Order Request	Facilities Management Office	Other	Notes
Toilet overflowing	x						Call 421-6200. After duty hours the call will be transferred to the SAAF FCC. If no answer call 115
Power outage	x						Call 421-6200. After duty hours the call will be transferred to the SAAF FCC. If no answer call 115
AC not working in TR	x						Call 421-6200. After duty hours the call will be transferred to the SAAF FCC. If no answer call 115
Toilet won't flush		x					Call 421-6200 or email <a href="http://www.g4sifs-de.com/Service-Order-Form.31.0.html">http://www.g4sifs-de.com/Service-Order-Form.31.0.html</a>
Hot water not working		x					Call 421-6200 or email <a href="http://www.g4sifs-de.com/Service-Order-Form.31.0.html">http://www.g4sifs-de.com/Service-Order-Form.31.0.html</a>
Light bulb needs replaced		x					Call 421-6200 or email <a href="http://www.g4sifs-de.com/Service-Order-Form.31.0.html">http://www.g4sifs-de.com/Service-Order-Form.31.0.html</a>
Change lock on door			x				Call 421-6200 or email <a href="http://www.g4sifs-de.com/Service-Order-Form.31.0.html">http://www.g4sifs-de.com/Service-Order-Form.31.0.html</a>
Install generator				x			<a href="http://armypubs.army.mil/eforms/pdf/a4283.pdf">http://armypubs.army.mil/eforms/pdf/a4283.pdf</a>
Rearrange furniture (exist to remain)					x		Email facilities organizational mailbox <a href="mailto:africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil">africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil</a>
Request for an additional piece of furniture					x		Email facilities organizational mailbox <a href="mailto:africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil">africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil</a>
Request for installation of additional workstations					x		Email facilities organizational mailbox <a href="mailto:africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil">africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil</a>
Request for safe to be moved					x		Email facilities organizational mailbox <a href="mailto:africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil">africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil</a>
Request to obtain wall lockers/wardrobes					x		Email facilities organizational mailbox <a href="mailto:africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil">africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil</a>
Request to access Mother's Nursing Room					x		Email facilities organizational mailbox <a href="mailto:africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil">africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil</a>
Civilian employee has request for adjustable height workstation						x	Contact Ms. Rebecca Koning for approval based on medical need; once approved it will be forwarded to FMO for desk procurement / installation
Cleaning services not being performed per contract						x	Contact your Building Manager who will assist you in filling out the required documentation. BM to submit documentation to <a href="mailto:laura.f.gaffney.civ@mail.mil">laura.f.gaffney.civ@mail.mil</a>